

ABSTRACT

BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES

5 The quality of information technology services provided by
an organization to a customer is assured. Assurance reviews of a
first solution are performed and a second solution is defined to
correct deficiencies. A third assurance review is performed.
Customer commitment to the second solution is obtained. A
10 readiness review, a project management review, and a deliverable
readiness review are performed assuring customer need
satisfaction.